

Candidate Information Pack

Office Manager



Picture above 1. Some of our team on a volunteering day out last year with partner, BIG Alliance, at Lumpy Hill playground.

Please find enclosed:

1. Job Details incl. salary, hours and benefits
2. About us
3. About the role and about you
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1. Job Details: Office Manager

Hours: This role is full time (35 hours per week). There is a requirement to attend some evening meetings.

Holiday: 25 days pro rata, plus 3 days paid leave over Christmas

Salary: £32,936 - £38,709 for Office Manager position

Pension: Employee pays at least 5% of salary and Cripplegate Foundation contributes 3%; this increases to 10% after completion of probation

Location: Cripplegate Foundation, 13 Elliott's Place, Islington N1 8HX

Reporting to: Director of Finance and Resources

Working with: Working within the Resources Team but supporting the Director, the Development & Communications and Programme Team.

Closing Date for Applications: 10am 15th August 2022

Interviews: w/c 22nd August 2022

You will be given a series of exercises at the interview to demonstrate your administrative skills.

Start Date: September/October 2022

2. About Us

Are you looking to develop your career in office administration whilst working for a community-based charity? Can you take the initiative and show that you're a team-player, supporting your colleagues in delivering high quality admin support? Cripplegate Foundation and Islington Giving has an excellent opportunity to join us as our Office Manager, ideal for someone with existing office management experience or someone keen and ready to step up in their career and take on more responsibility. The ideal candidate will have excellent communication skills and the drive to succeed as part of the Foundation's Resources team. The successful candidate will have the opportunity to learn about the voluntary sector, particularly learning about trusts and foundations and grant making, as well as developing skills in a variety of admin functions, including databases, finance, premises and health and safety.

Cripplegate Foundation is a highly successful, independent London grant giving charity. We make about £1.8m a year in grants to organisations and local residents.

We work in Islington and the Cripplegate ward of the City of London to address poverty and inequality. Our vision is of a society where everyone has the opportunity to live a rewarding life free from poverty and inequality.

We work to bring about change that will transform the lives of our most disadvantaged residents.

We aim to maximise all our assets for our residents – our endowment and investments, our knowledge, people and networks, our grant making programmes, and our partnerships. We do this by:

- Giving grants and support to organisations working in Islington to benefit residents
- Developing and working in effective partnerships with local and national organisations to identify need, and bringing more resources into our area of benefit
- Promoting and championing effective ways to tackle disadvantage

In 2010, Cripplegate Foundation brought together local and national organisations to establish Islington Giving. Cripplegate Foundation chairs the board of Islington Giving, which has raised over £9 million since 2010. We manage and finance all the operational work underpinning Islington Giving, meaning 100% of donations to Islington Giving are awarded as grants to benefit local residents.

Cripplegate Foundation and Islington Giving have a small, passionate, and talented staff team. Cripplegate Foundation is overseen by 15 Governors (equivalent to trustees) who make a huge contribution to our success, and Islington Giving has its own board which includes representatives from leading coalition partners.

Find out more about our work at www.cripplegate.org and at www.islingtongiving.org.uk.

Why Islington?

Islington is full of opportunity, but can also be a tough place to live, with complex challenges.

- Islington ranks fourth nationally on income deprivation indicators for older people.
- 43% of children in Islington live in poverty. This is the third highest in London.
- 53% (7,500) of primary school age children, and 70% (5,300) of secondary school age children, are eligible for deprivation Pupil Premium.
- Levels of depression and serious mental ill-health are the highest in London.
- Incidence of domestic violence is rising, and disproportionately affects women aged 18–44.

3. About the Role and You

This is an excellent opportunity to join a small, yet dynamic team in Islington, London for someone who has the passion to help the Foundation to address these inequalities and to tackle poverty and inequality at a local level. The Resources Team has played a pivotal role in the Foundation's return to in-person activity, whether it be assisting the Fundraising team in liaising with donors and running events or in helping the Programme team to run resident panels or meet grantees. We are also embarking on exciting new initiatives related to our strategic objectives

around Diversity, Equity and Inclusion (DEI) and Climate Change, which the Resources team is an integral part of, so this is a great time to be joining.

This role is varied and interesting which requires someone to be flexible and adaptable, but which is incredibly rewarding for someone with the commitment to the work of the Foundation. We are keen to receive applications from individuals with different levels of experience, so we are willing to appoint the right candidate regardless of whether they have past Office Manager experience. There are lots of opportunities to test, learn and innovate at Cripplegate Foundation and Islington Giving.

The successful candidate will have a hands-on attitude with the willingness and the initiative to work with the team doing a variety of different tasks to achieve a common goal. You will be comfortable working with deadlines and priorities, managing your own workload and the expectations of others. You should be well organised and be prepared to take on information in many forms and quickly translate this into action. The Office Manager is crucial to our very busy and friendly office of 11 people. Working in a small organisation, the role is diverse, and includes responsibility for data entry on to our grants and donor database, efficient office management, publicity, and events. You will often be the first point of contact for all enquiries, including grant applicants and donors. Your day can range from helping to plan and obtain quotes for new laptops to organising events for 100 people and talking to people about how to apply for a grant. No two days will be the same.

You will have the opportunity to meet the organisations we fund and work with as well as actively contribute towards our pledge of meeting the ACF's Funder Commitment on Climate Change and our DEI Strategic workplan (available on request). This will allow you to develop your skills at the Foundation, ranging from project planning, communication, finance, and customer service. You will also have an opportunity to work with our Fundraising and Communications team to help engage a range of supporters. Training will be provided for all your duties, including the two main databases we use for grants (Salesforce) and for donors (E-Tapestry – soon to be migrating to Salesforce).

4. Job Description and Person Specification

Key duties: The Office Manager supports the day to day running of all the Foundation's Grants programmes, special initiatives and events. With support and training (where required) you will be responsible for the following duties.

Reception

1. Welcome and support visitors and clients in a polite, confident, and professional manner at all times.
2. Implement start and end of day procedures e.g.: checking building security, opening/closing blinds, turning off appliances etc.
3. Open and sort all post and deliveries including dispatching all outgoing post and packages

4. Be a key holder and be responsible for opening and locking the office, when you are the first or last person to enter/leave the office.

Administration

1. Deal with initial telephone enquiries and signpost enquirers to the correct member of staff
2. Order stationery and supplies for the office
3. Booking training courses, events, and travel for staff and Governors.
4. Assist with the payment of suppliers by reconciling credit card transactions and authorising payments under your area of responsibility.
5. Provide general administrative support to the Resources, Programme and Communications team including attending some meetings, minute-taking, organising and coordinating events, photocopying, scanning, and sharing electronic files.
6. Preparing and distributing agendas and papers electronically for staff, Board and Committee meetings
7. GDPR/Data Protection: ensure that all records are retained, secured and destroyed in accordance with applicable laws
8. Help maintain the Foundation's databases including entering donor and donation information on to the fundraising database, E-Tapestry (soon to be migrated to Salesforce)
9. Provide assistance in the production of the Foundation's Annual Report and other information, research, reports and publicity

Meetings and Events

1. Lead on the arrangement and organisation of events and meetings both online (using Zoom or MS Teams) and in person from booking venues, organising catering/refreshments and ensuring resources are set up and available for use by participants. You may be required to attend certain events, out of hours, to facilitate the smooth running of these events
2. To manage the Foundations' events and meetings calendar to check availability of meeting spaces and to ensure these can be planned for in good time
3. Manage bookings for our meeting rooms and keep the booking tracking system up-to-date as well as managing members' attendance at face-to-face and virtual meetings

Office Management

1. Maintain up to date staff and governor lists and telephone directories including emergency contact and medical details.

2. Being the main point of contact with the organisation's external IT support provider and trouble-shooting staff IT problems, administering licenses where you are able to do so.
3. Liaise with suppliers to ensure that building maintenance is undertaken, including calling out engineers or contractors when problems or maintenance issues arise and ensuring all works are properly carried out and checked.
4. Liaise with those hiring or letting the Foundations' offices and premises to ensure they have adequate access to key information e.g., health and safety, meeting room availability etc.
5. Manage a visitors' register logging visits and recording key information and ensuring they follow policies and procedures.
6. Act as the Foundation's designated Health and Safety Officer including being the main fire warden and updating staff on changes to Health and Safety policies and procedures (training will be provided for this).
7. Maintain the Foundation's building maintenance register and organise and diarise regular maintenance visits to ensure compliance with Health and Safety policies and legislation.

Governance, Finance and IT

1. Take minutes at all Board and Committee meetings. This may require occasional working out of hours (although this can be done remotely, on some occasions).
2. Maintaining and developing key Excel-based recording systems for routine administrative tasks such as monitoring postal donations, tracking grant making spend, logging building maintenance or IT issues etc.
3. Maintain the Foundation's policies and contracts register including reminding key staff or upcoming renewal dates.
4. Seek best value in all our contracts, supplies and services, including obtaining quotes for service contracts when they are due to expire and ensure appropriate authorisation of expenditure in accordance with budgets and authorities.
5. Maintain and organise the Foundation's electronic and manual filing systems including Microsoft SharePoint file structure and ensuring that staff have appropriate user access.

All staff are expected to undertake any other duties as reasonably requested by the Foundation.

Person specification

Essential

- Experience of working in a front of house role in an office environment, preferably within a senior administration or Office Manager role for at least two years
- Good IT skills with some experience of working with Outlook, Word, Excel, and other Microsoft Office applications and databases

- Good written and spoken English
- Experience managing a varied workload and a range of deadlines and multiple Outlook diaries
- Experience of working as part of a team and taking initiative to help achieve team goals and make decisions

Desirable

- Experience in scheduling and supporting meetings, including Board meetings
- Experience of Health and Safety compliance/monitoring
- Ability to support other staff in the use of IT systems
- Experience of data entry and working with multi-field database systems
- PA or experience of taking minutes at meetings

Personal qualities and approach

- Self-motivated and able to work independently with good time management skills
- A confident communicator with great interpersonal skills
- Willingness to learn new skills in a range of administrative disciplines, especially finance
- Able to plan and prioritise work and juggle multiple priorities
- Able to work calmly in a pressurised environment whilst ensuring quality outcomes
- Able to compose written correspondence and write reports to a high standard
- Either living in Islington or a knowledge and love of the borough of Islington
- Commitment to workplace diversity and equal opportunities
- Commitment to the values and mission of Cripplegate Foundation and Islington Giving – making a better life for everyone within the borough

We value diversity, equality, and inclusivity. Applications are especially welcomed from underrepresented backgrounds, including but not limited to gender, race, age, sexual orientation, disability, and religion. Please let us know if you require any further support with this application, or the role.

5. Terms and Conditions

The appointment is subject to a six-month period of probation, during which performance will be regularly reviewed. The hours worked are fixed between the hours of 9am and 5pm. The role is a front of house role so is expected to be in person, at the main office, for 5 days a week. Exceptions can be made in certain circumstances, with sufficient notice and forward planning, but this is likely to be infrequent. On completion of the probationary period, notice will be one month on either side.

Relevant training will be provided during induction as well as opportunities to develop your career through experience of different aspects of the Foundation's work and working with colleagues on new initiatives.

6. Recruitment Process

Timetable

Deadline for applications	10am, Monday 15th August 2022
Interviews (1 hour Q&A format) with Director of Finance and Resources and Resources Officer followed by a 15-minute chat with two colleagues from different departments	Week commencing 22nd August 2022
Follow up interview with the Director of Cripplegate Foundation & Islington Giving, Sarah Benioff	Week commencing 22nd August 2022
Decision made & successful candidate notified	29th August 2022

Cripplegate Foundation is committed to best practice in Equality, Diversity, and Inclusion. We are an equal opportunity and London Living Wage employer. We actively seek and encourage applications from candidates from diverse backgrounds and are keen to ensure that all those that represent the Foundation reflect the communities we serve and the wider community we work in at every level within the organisation.

If you would like to apply for this role, please submit an up-to-date CV and a short covering letter of no more than 1 page of A4 outlining your suitability for this role and answering the following question:

What do you think are the three most important qualities a successful Office Manager needs in order to be a success in this role and why?

Please send these two documents as well as the Equalities Monitoring and References form, by 10am on **Monday 15th August 2022**, to recruitment@cripplegate.org.uk.

If you would like an informal chat about the role, please contact Nilesch Pandya, Director of Finance and Resources, on nilesch.pandya@cripplegate.org.uk or 020 7288 6946.

7. Reference Request

Please give the names and addresses of two professional referees, one of whom should be your current or most recent employer. References will only be contacted should you be offered the post after interview.

Referee 1

Name:

Position:

Company/Organisation:

Address:

Email:

Telephone:

In what capacity do you know this person?

Referee 2

Name:

Position:

Company/Organisation:

Address:

Email:

Telephone:

In what capacity do you know this person?

Please let us know where you saw this vacancy advertised:

SIGNED:

DATE:

Please note that knowingly giving incorrect information on this application could lead to termination of employment.

8. Equal Opportunities Monitoring Form

One of Cripplegate Foundation's ambitions is to produce and implement an action plan to push forward on its Diversity, Equity and Inclusion (DEI) ambitions in all that we do. As part of this ambition, we have committed to transforming our recruitment practices to ensure these DEI principles are reflected in how we recruit new staff. We acknowledge the existence of unconscious bias so, whilst we strongly believe in the ethical integrity of our recruitment process, we also accept that historical and cultural biases exist, and these can be hard to overcome.

All our vacancies are filled using a "blind" recruitment process achieved through an independent member of the Resources Team, who is not part of the interview panel, removing the names of candidates and any other personal information from application forms that may be related to a person's protected characteristics and could potentially prejudice the recruitment of a candidate before these applications are submitted to the interview panel. A shortlist is then generated on this basis ensuring that those who are invited to interview for a vacancy have been chosen solely on the merits of their application for that particular post.

Further to this, we have taken the decision to amend our Equality Monitoring Forms with a view to turning, what was as a "tick-box" exercise, into a more positive and open dialogue with candidates when they submit their application. We believe that this achieves a number of our DEI recruitment objectives by:

1. Ensuring we only request and capture data that is helpful to the recruitment of that post and not collecting data for the sake of collecting data where there is no clear justification or need for that information to be held.
2. Removing the prospect of discrimination in the recruitment process by not pressurising candidates into disclosing generic information about themselves that they may not wish to disclose that could potentially be used, either consciously or unconsciously, to affect the recruitment of a candidate.
3. Allowing staff to declare details of their protected characteristics, should they wish to, in a manner that allows candidates to embrace their individuality and exploring ways in which this diversity can add value to their work and the work of the Foundation as a whole.

We do understand that many organisations can and do use such data to identify gaps in the diversity of their workforce and to help improve recruitment practices to ensure that such positions are attractive to all potential candidates. However, we believe that raw data only takes you so far, especially when it is often incomplete and based on set options that employers set out which candidates select from but may not identify with. We believe we have a better chance of succeeding in our goal of making our workforce and our wider work, in general, more diverse by opening up a dialogue with staff during the recruitment phase and giving them the opportunity to tell us more about themselves, how they identify, as individuals, in a qualitative and more constructive manner.

We also recognise we may not always get our approach and terminology right. Sometimes, we mean well, but we get things wrong. We also know that DEI doesn't start and end at any one

point; it is a continuous journey of learning and understanding. As such, we are very welcome to hear your thoughts about our approach to DEI so if you have any questions about our DEI objectives or our approach to diversity monitoring, please do get in touch and we'd be happy to have a discussion with you.

Diversity, Equity and Inclusion (DE) Optional Disclosure

In keeping with our DEI Recruitment Statement, we have created this form for candidates to **voluntarily** complete, so we can learn more about you as an individual to see how we, as an employer, can learn from, make use of and adapt to the things that make you unique. **You do not have to tell us anything you don't want to on this form** and in no way will this information be used as part of any selection, performance management or probationary procedures. We have based this form on those characteristics that are protected by law, but there is space at the bottom to tell us anything else you'd like us to know.

However, we are interested to learn more about you so please tell us anything about these characteristics that you think:

- a) You'd like us to know e.g., tell us your age or about your ethnic background;
- b) Why that is or important to you, if indeed it is
- c) How you think we, as an employer, can adapt or use this information to help you be a success at Cripplegate/Islington Giving

We have deliberately not set criteria against which we define these characteristics and you do not have to complete any one section if you don't want to; if you identify with one of these characteristics or you think it is relevant, you are welcome to tell us in whichever way you think it applies e.g. you can tell us your age in a range, or your specific age or nothing at all!

1. Age
a) What you'd like us to know:
b) Why this is important to you:
c) How you think we can use this to help you be a success:

2. Gender
a) What you'd like us to know:
b) Why this is important to you:
c) How you think we can use this to help you be a success:

3. Marital Status
a) What you'd like us to know:
b) Why this is important to you:
c) How you think we can use this to help you be a success:

4. Pregnancy/Maternity
a) What you'd like us to know:
b) Why this is important to you:
c) How you think we can use this to help you be a success:

5. Disability
a) What you'd like us to know:
b) Why this is important to you:
c) How you think we can use this to help you be a success:

6. Race including colour, nationality, ethnic or national origin
a) What you'd like us to know:
b) Why this is important to you:
c) How you think we can use this to help you be a success:

7. Religion or belief
a) What you'd like us to know:
b) Why this is important to you:
c) How you think we can use this to help you be a success:

8. Sex
a) What you'd like us to know:
b) Why this is important to you:
c) How you think we can use this to help you be a success:

9. Sexual Orientation
a) What you'd like us to know:
b) Why this is important to you:
c) How you think we can use this to help you be a success:

10. Other e.g. If you are a carer or your socio-economic background
a) What you'd like us to know:
b) Why this is important to you:
c) How you think we can use this to help you be a success: